

Town of Sterling, Massachusetts
Job Description

Position Title:	Town Administrator	Grade Level:	10
Department	Board of Selectmen	Date:	
Reports to:	Board of Selectmen	FLSA Status	Exempt

Statement of Duties: As Chief Administrative Officer of the Town of Sterling, the employee is responsible for the provision of administrative, technical and supervisory work in overseeing Town activities and projects. Researches, analyzes and recommends changes in Town policies, systems and procedures and serves as liaison and coordinator between Town officials, employees and citizens. The employee is required to perform all similar or related duties as required by the Board of Selectmen.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Oversees and is responsible for the planning, administration, financial and budgetary management, personnel management (in conjunction with the Town's Treasurer/Collector and Human Resource Administrator), procurement of services/equipment (serves as the Town's Chief Procurement Officer), and coordination of the daily operation of the Town on behalf of the Board of Selectmen and the requirements of existing policies, procedures, bylaws, state statutes and federal laws.

Provides leadership and direction in the development of short and long-range plans; gathers, interprets and prepares data for studies, reports and recommendations. Provides professional advice to Board of Selectmen, Finance Committee, other Town boards, committees, local officials, and department heads; makes presentations to the Board of Selectmen, Town boards/committees, state agencies, Town meeting and the general public as required.

Attends all meeting of the Board of Selectmen and Finance Committee. Receives and makes appropriate disposition or referral of all Selectmen correspondence and communications. Anticipates needs of the Board of Selectmen for information and background material. Ensures that all decisions of the Board of Selectmen are carried out. Keeps the Board of Selectmen fully advised regarding departmental operations and the financial status of the Town.

Oversees the permit and license procedures for the Board of Selectmen.

Oversees and participates in the preparation and administration of the Town's operating and capital budget from developing instructions and setting deadlines, to providing materials and recommendations for approval to the Board of Selectmen, Finance Committee, Personnel Board and Town Meeting. Coordinates the development of strategic financial goals for the Town. Makes recommendations concerning financial policies and practices to ensure fiscal

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responsibility and the provision of accepted accounting and financial management practices.

Provides assistance to the Town Finance Committee in budget-related matters, conducts revenue short and long-term projections and makes recommendations concerning fees, charges as well as new sources of revenue.

Participates on behalf of the Board of Selectmen in collective bargaining sessions and/or grievance hearings, serves as management liaison to non-union employees of the Town, the hiring of new Town employees, the implementation of the classification and compensation plans, and the negotiation of employment contracts with the Town's Labor Counsel. Develops and recommends bargaining concepts and strategies for Board of Selectmen's approval. Advises the Board of Selectmen, Finance Committee, and Personnel Board on the impact of contract terms, classification and compensation of positions and the administration of compensation for employees.

Works with Town Counsel to shape and implement responses to all legal issues impacting the Town.

Consults with department heads, board and committee members, and employees of every rank in the Town's employment on sensitive issues including but not limited to performance problems, health issues, management styles, contract interpretation, leave and attendance, job assignments.

Serves as the Board of Selectmen's liaison and public information officer to Town boards or committees, local state-wide, inter-municipal, regional, and federal agencies. Negotiates with citizens and other outside public and private agencies; assists citizens in their interaction with all Town departments, Board of Selectmen, Town Board/Committees and Town staff in the delivery of Town services and emergency management requirements. Responds to oral and written inquiries, requests for assistance, and complaints; refers citizens to appropriate departments and staff member(s). Investigates complaints from a variety of sources; develops responses and, when appropriate, directs corrective action.

Participates in the writing of Town meeting warrants and motions in conjunction with Town Counsel. Develops, writes and compiles background materials for the Board of Selectmen, Finance Committee and Town Meeting.

Oversees all Town automated management information systems, makes recommendations for improvements and implements appropriate policies relative to information hardware and software systems.

Prepares applications for grants, administers grants received, works with appropriate state, federal, and private officials on various Town projects as required.

Maintains professional competence through participation in workshops, seminars and training programs provide by professional organizations.

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Conducts independent research and prepares and submits reports to the Board of Selectmen.

Supervision Required: Under the policy direction of the Board of Selectmen and in conjunction with the established policies and operating procedures of the Town, the employee oversees the operation of the Town of Sterling referring specific problems or issues to the Board of Selectmen where clarification or interpretation of Town policy or operating procedures is required. The employee participates in the development, implementation and administration of Town policies, goals, objectives and compliance with statutory requirements related to the administration and operation of the Town. The employee performs highly responsible work of a complex nature requiring the exercise of independent judgment in providing professional guidance to the Board of Selectmen, other Town Boards/Committees, and Town employees

Confidentiality: The employee has regular access to confidential information on a Town-wide basis such as official employee personnel files, collective bargaining strategies, lawsuits, department records and criminal records in accordance with the State Public Records Law.

Supervisory Responsibility: On behalf of the Board of Selectmen, the employee is accountable on a Town-wide basis for the direction and success of programs accomplished through others. Analyzes program objectives, determines work operations, estimates and allocates the financial and staff resources required. Assists or oversees the provision of personnel services to Town employees, including or effectively recommending hiring, training, and disciplining of employees. On behalf of the Board of Selectmen and other Town elected or appointed Boards the employee provides direction and guidance to all Town Department Heads as well as all town employees. Staff size supervised is well established and relatively stable. Substantial numbers of employees are dispersed to many widely separated locations on an on-going basis.

Judgment: Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized on behalf of the Board of Selectmen as an authority in interpreting Town-wide guidelines, in determining how they should be applied, and in developing operating policies.

The employee must be able to direct the overall activity of the municipality by accepting responsibility while exercising authority for planning, operating and oversight.

Complexity: The work consists of managerial functions and processes such as planning, organizing, controlling, coordinating, evaluating, and integrating activities and programs for all departments within the Town.

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Work Environment: The work environment involves everyday discomforts typical of a municipal office, with frequent interruptions; the employee occasional exposure to outside elements when conducting inspections in the field. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. The employee is required to work beyond normal business hours in order to attend evening meetings, Town events and in response to natural or man-made emergencies as a member of the Town's emergency response team on a 24/7, 365 days per year basis.

Nature and Purpose of Relationship: Duties involve frequent contact with local, state and federal government officials, community leaders and any other individuals to protect and promote the municipality's overall interest. Employees must possess a high degree of diplomacy and judgment and must be able to work effectively with and influence all types of persons. Duties require a well-developed sense of strategy and timing in representing the municipality effectively in critical and important situations that may influence the well being of the municipality.

Accountability: Duties involve primary responsibility for overseeing the operation of all Town departments and personnel and could result in significant monetary loss, legal repercussions, labor/material costs, jeopardize programs and danger to public safety. Consequences of errors, missed deadlines or poor judgment could have far reaching effects on the municipality's ability to deliver services and the public's confidence in the Town government.

Occupational Risk: Essential functions of the job present little potential for personal injury. Risk exposure is similar to that found in a municipal office setting.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree in Political Science, Public Administration or a related field with a Master's degree preferred; minimum of five to seven (5-7) years work-related experience with at least three (3) years in a managerial capacity; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Class D Motor Vehicle Operator's License.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of municipal government and Massachusetts General Laws and regulations; knowledge of financial laws and regulations, labor laws, personnel practices and procedures which affect local government in Massachusetts. Working knowledge of emerging technologies and to recognize their to the Town. Comprehensive knowledge of the various financial requirements of municipal government as well as the State's Procurement Law and related procedures. Working knowledge of technology such as office software (i.e. word processing and spread sheet applications) and the Internet in support of operations.

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Abilities: Ability to direct and evaluate the work of department heads as well as professionals, contractors and other subordinates including office staff. Ability to plan, organize, and direct the development of projects, the preparation of reports, analyzes problems and formulates recommendations. Ability to bring people together around complex goals and develop consensus among community groups and individuals that may not share common priorities. Ability to establish and maintain harmonious, effective working relationships and deal appropriately with employees, Board of Selectmen/committee members, agencies and officials, media and the public. Ability to prioritize and manage multiple tasks, and delegate authority in a prompt and effective manner. Ability to negotiate contracts, agreements and appropriate working arrangements and achieve timely results. Ability to deal tactfully with disgruntled members of the public and Town staff.

Skill: Proficient oral and written communication skills and the ability to represent the Town before an array of organizations including providing statements to the media. Strong organizational skills and the ability to manage a large number of projects and tasks. Skill in the utilization of technology as a means of improving the effectiveness of the organization and its services. Proficient customer service skills. Skill in remaining non-political, yet understanding local and state government politics. Proficient data processing and spread sheet skills.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills: Minimal physical effort generally required in performing duties under typical office conditions. Position requires the ability to operate a personal computer and office equipment. The employee is frequently required to use hands to finger, handle, or feel objects, tools or controls and reach with hands and arms. The employee is frequently required to sit, talk and hear. The employee may be required to lift, push or pull department office equipment and operate an automobile and a range of office machines including a personal computer.

Motor Skills: Duties are largely mental rather than physical; the essential functions of the position require the application of basic motor skills in order to move objects, operating a telephone system, computer and/or most other office equipment, keyboarding and/or word processing.

Visual Skills: The employee is constantly required to read documents and personal computer screens for general understanding and analytical purposes. The employee is rarely required to determine color differences.

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